



driver

Mechanical Breakdown Warranty

**SAMPLE**



# warranty record

Warranty Number

Warranty Start Date

## THE VEHICLE

Date First Registered

Date of Purchase

Purchase Price (£)

Make/Model

Reg No

Recorded Mileage\*

\* The recorded mileage entered above cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.

## THE CUSTOMER

Name

Address

Town

County

Postcode

Telephone Number

Email Address

## THE WARRANTY

months or  miles

which ever is sooner

£  claims limit

DRIVER

DRIVER PLUS

DRIVER OPTIONAL COVER

TURBOCHARGER /  
SUPERCHARGER /  
KOMPRESSOR

ABS

AIR CON /  
CLIMATE CON

CATALYTIC  
CONVERTER

### DEALER STAMP

Dealer signature:

I have read and accept the terms and conditions of this warranty. I am aware that my statutory rights are not affected.

Date

Customer Signature

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# the warranty promise

To give you peace of mind the Supplying Dealer promises to repair or replace any covered component which suffers mechanical or electrical failure. As a customer you have legal rights under statute when a problem arises and this warranty does not limit those rights. Guidance and further information on your statutory rights may be obtained from your local Trading Standards Office or Citizens Advice.

You will have chosen or agreed certain parameters for your warranty and the limits are specifically listed or covered by the general terms, definitions and exclusions all within this warranty booklet. Please read and digest them carefully along with the Claims Procedure and enjoy your new purchase.

## Privacy Policy

Any personal data provided will be securely stored by the supplying dealer in their role as Data Controller. The data will only be used for the purposes of dealing with warranty issues and will be kept for a maximum of 7 years to ensure compliance with HMRC guidance and the statute of limitations. Your rights in regard to your personal data can be found at [www.ico.org.uk](http://www.ico.org.uk)

1. This warranty does not affect the customers statutory rights.
2. The Supplying Dealer is entitled to choose whether to repair or replace a component covered by this warranty.
3. Mechanical or electrical failure is defined in the Definitions section of this warranty booklet.
4. Where the cost of repair exceeds the claim limit stipulated on the Warranty Record the extent of contribution by the Supplying Dealer under the terms of this warranty is the stipulated Claims Limit.
5. The period for which this warranty is valid is from the warranty start date for the period/mileage (whichever is sooner) as stipulated on the Warranty Record.
6. To maintain the validity of this warranty the vehicle must be maintained and serviced as recommended by the vehicle manufacturer or to an alternative service content authorised by the Supplying Dealer and evidenced by completion and stamping of the Service Record in the back of this warranty booklet. The relevant invoices must also be retained and may be required in the event of a claim. A maximum allowance of 500 miles or one calendar month is permitted (if unavoidable) in excess of the manufacturers recommended servicing intervals.
7. The Supplying Dealer shall be used for all servicing and warranty repair requirements although alternative arrangements may be agreed with, and only by express authorisation of, the Supplying Dealer.
8. In the event of a repair being carried out under the terms of this warranty any parts replaced shall become the property of the Supplying Dealer.
9. This warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain, or commercial travelling without the express written consent of the Supplying Dealer.
10. This warranty is only transferable to another owner if the Supplying Dealer expressly consents to it in writing.
11. This warranty is invalidated if it is discovered that the odometer has been disconnected for a material mileage or tampered with.
12. The Supplying Dealer is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this warranty.
13. There is no limit on the number of claims made under this warranty save that the total value of claims shall not exceed the purchase price of the vehicle.
14. This warranty is only valid for mechanical and electrical failure in the United Kingdom.

# driver

The following mechanical or electrical items specifically listed will be covered if the terms and conditions of this warranty are fully complied with and subject to the maximum claims limit

## Engine

Cylinder Block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank main bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks, porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, flywheel or flex plate, starter ring gear. (excludes overheating, de-coking, burnt, pitted and sticking valves).

**N.B. Failure of timing belt not covered.**

## Rotary Engine

Rotors, vanes, rotor seals, rotor central shaft.

## Manual gearbox

Gears and gear clusters, selectors and shafts, synchromesh assemblies, ball and roller bearings, needle bearings, bushes and transfer gears.

## Automatic gearbox

Governor, valve block, oil pump, gears, brake bands, clutches, seals, servos, shafts, bearings and bushes, modulator valve and transfer gears.

## Brakes

Brake master cylinder.

## Clutch

Clutch plate, pressure plate, release thrust bearing, oil contamination (centre plate only), master and slave cylinders, clutch cable including self-adjusting mechanism and clutch damper.

## Differential

Internal shafts, bearings and bushes, thrust washers, spacers and bevel gears. Planetary gear assembly, crown wheel and pinion assembly. Includes front, rear and centre differentials (excludes viscous couplings and fluid differentials).

## Front - Wheel Drive

Drive shafts, universal joints and couplings and constant velocity joints (excludes gaiters and bushes).

## Rear - Wheel Drive

Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings (excludes gaiters and bushes).

## Engine Cooling System

Water pump

## Electrical System

Starter motor and alternator





Driver plus includes all the items within the driver cover plus the following

## Engine

Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required).

## Torque Converter

Failure of any internal mechanical parts.

## Continuously Variable Transmission (CVT/CTX)

Internal clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

## Wheel Bearings

Front and rear wheel bearings.

### Propshaft

Universal joints and couplings.

Bearings and rubber couplings.

Includes front and rear transfer shafts 4X4 vehicles (excludes gaiters).

### Brakes

Wheel cylinders, callipers, brake bias/restrictor valve, vacuum servo and brake vacuum pump.

### Fuel system (diesel and petrol)

Carburettors, automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit.

## Fuel injection system

Throttle body, airflow meter, idle control valve, cold start valve, warm up regulator, overrun cut off valve, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

## Front and rear suspension

Upper and lower wishbones, ball and swivel joints, anti roll bars, mountings, torsion bars and coil springs.

## Engine Management (ECU)

Engine Electronic Control Unit.

## Transfer Box (4X4)

Transfer gears, selectors, transfer shafts, needle and roller bearings, output shafts and bushes

## Engine Cooling System

Engine thermostat, thermostat housing, viscous fan coupling, engine temperature, gauge sensor, engine oil cooler, heater matrix, radiator and expansion tank.

## Electrical

Voltage regulator, starter solenoid (inertia drive starters), indicator relay, front and rear windscreen wiper motor, front and rear windscreen washer motor, ignition coils, electric window motors and switches, horn, glow plug relay (diesel vehicles), electric sun roof motor and switch, central locking systems (excluding remote control unit and wiring), indicator and wiper switches (column stalks), heater fan motor, fuel tank sender unit, electric fuel pump, temperature sensing switch, oil pressure sensor, speedo head and speedo transducer, heated rear screen (element failure only), door mirror motors and switches.

## Steering (Including power assisted steering)

Steering rack and pinion (not gaiters), steering box, power steering rack and pump, power steering reservoir and idler box.

## Working Materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this warranty.

## Casings

If any of the covered parts fail and this damages the casing, it will also be covered.

## Driver optional cover

The following items are covered if recorded on warranty record and additional cover payment made.

### Turbocharger / Supercharger / Kompressor

The complete unit is covered providing it is of original manufacturer's equipment (includes the wastegate if it is an integral part of the unit and cannot be bought separately).

### Anti Lock Brake System (ABS)

Factory fitted ABS are covered (excludes wiring and connection faults).

### Air Conditioning / Climate Control

Factory fitted systems are covered (excludes pipes, unions, wiring, receiver drier and cost of regassing).

### Catalytic Converter

Factory fitted catalytic converters are covered (excludes damage caused by impact, corrosion or incorrect grade or type of fuel).

## general exclusions

1. Any claim arising as a result of gradual deterioration through wear and tear.
2. Any claim arising from foreign material introduced into the fuel/cooling system.
3. Failure wholly or partly due to negligence, abuse or accidental damage.
4. Vehicle recovery.
5. Any consequential or subsequential loss or damage arising from the failure of the component.
6. The failure of any part not originally fitted to the vehicle and not fitted by the Supplying Dealer or the failure of another part arising as a result thereof.
7. Any claim reported to the Supplying Dealer more than 14 days after the occurrence of the failure.
8. The failure of any part arising as a result of repairs carried out by a person not authorised by the Supplying Dealer.
9. The failure of any part disclosed as defective to the customer by the Supplying Dealer prior to the sale or for which a claim could be made under the manufacturers warranty or as a result of a recall by the manufacturer.
10. The failure of any part arising from defective design or manufacturing.
11. The cost of diagnosis of any failure.

## definitions

Failure (whether mechanical or electrical) means for the purposes of this warranty the actual breaking or burning out of any of the components listed.

## how to make a claim

1. Ensure you have satisfied all the requirements of the warranty.
2. Contact the Supplying Dealer, explain the problem and follow any instructions given.
3. The Supplying Dealer may request you get a written quotation for the repair cost. Forward the quotation to the Supplying Dealer, as soon as it is presented to you with a completed copy of the Warranty Repair Claim Form. DO NOT authorise repairs until the Supplying Dealer authorises you to do so.
4. The Supplying Dealer accepts no liability for the cost of any dismantling save that if, and only if, a valid claim is established the cost of the dismantling will form part of the claim for the failed part and the total cost of dismantling and part will be subject to any claim limit.
5. Where the cost of repair/dismantling exceeds any claim limit then the customer is liable to pay the excess.
6. If the Supplying Dealer has authorised a third party to carry out the repair the customer may be required to settle the repair cost in full. In such a case you should do so and then forward a full detailed invoice (listing parts, labour, VAT) plus any further validity documentation such as servicing records as requested, to the Supplying Dealer who will reimburse you as appropriate. If the customer is VAT registered the payment will be exclusive of the VAT element.

In the event of a claim being made ALWAYS contact the Supplying Dealer in the first instance. If you have any queries concerning any aspect of this warranty a Helpline number is available at your Supplying Dealer for your convenience.



SAMPLE

# warranty repair claim (1)

If you wish to make a claim under this warranty you will need to complete this form and forward it to the Supplying Dealer.

Name: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_ Tel No: \_\_\_\_\_

Dealer: \_\_\_\_\_ Address: \_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Model: \_\_\_\_\_ Reg No: \_\_\_\_\_

Current Mileage: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Warranty Number: \_\_\_\_\_ Warranty Start Date: \_\_\_\_\_

## Vehicle Fault

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please accept my claim and repair my vehicle in accordance with the terms and conditions of my

Driver Warranty.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Warranty Repair Claim 1

Current Mileage

Date



# warranty repair claim (2)

**If you wish to make a claim under this warranty you will need to complete this form and forward it to the Supplying Dealer.**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_ Tel No: \_\_\_\_\_

Dealer: \_\_\_\_\_ Address: \_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Model: \_\_\_\_\_ Reg No: \_\_\_\_\_

Current Mileage: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Warranty Number: \_\_\_\_\_ Warranty Start Date: \_\_\_\_\_

## **Vehicle Fault**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please accept my claim and repair my vehicle in accordance with the terms and conditions of my Driver Warranty.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Warranty Repair Claim 2

Current Mileage

Date





Stamp or sign confirming service in accordance with Manufacturers/Supplying Dealers recommendations

<p style="text-align: center;"><b>1st</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>2nd</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>3rd</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>4th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>
<p style="text-align: center;"><b>5th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>6th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>7th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;"><b>8th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>



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